

Workmentor

A training pack for mentors in the workplace

Table of Contents

PART 1 - What is Mentoring?	4
Purpose of the unit	4
Aim	4
The objectives	4
What is mentoring?	5
Definitions	5
Mentors	6
E-Mentoring	6
Benefits	7
Exercise: What are the benefits of Mentoring?	7
Benefits of Mentoring	8
The benefits of mentoring	9
How do coaching and mentoring compare with other services?	10
Comparisons:	10
Should managers be coaches and mentors?	12
Barriers and boundaries	13
Exercise:	13
Overcoming Barriers	14
Exercise:	15
How far do you go?	15
Expectations	16
Exercise:	16
Roles and responsibilities of the mentor	17
A Mentoring Agreement	18
PART 2 - Skills for Mentoring	21
Purpose of the unit	21
Skills for mentoring	22
Perceiving	23
Paying attention	24
Remembering	25
Thinking and reasoning	26
Paraphrasing	27
Using Questions	28
PART 3 - Core conditions for mentoring	32
Core conditions of mentoring	32



Aims and Objectives.....	32
Empathy.....	33
Empathic Statements.....	34
Acceptance.....	36
Sincerity.....	37
The Johari Window.....	38
1.Three stage problem solving model.....	39
A three-stage model	39
2.Overcoming barriers/challenging.....	41
3.Reviewing - Giving Feedback.....	43
Helpful Tips on giving feedback.....	44
2.Self evaluation.....	45
Tools for self evaluation.....	46
PART 4 - Making Change Happen.....	49
Purpose of the unit.....	49
Setting goals and targets.....	51
A template of Target Setting.....	52
How well did you get on?.....	53
Identifying the appropriate level for goals.....	54
Problems with setting goals, targets and objectives.....	55
Action plans and target setting.....	57
A template of an Action Plan.....	58
Implementing set targets.....	59
Support for mentors.....	61
The seven qualities of effective goal setting.....	62
Evaluation.....	63
Four levels of Evaluation.....	64
Why is evaluation necessary?.....	65
Excercise: Self-evaluation.....	66